

FIG. 1

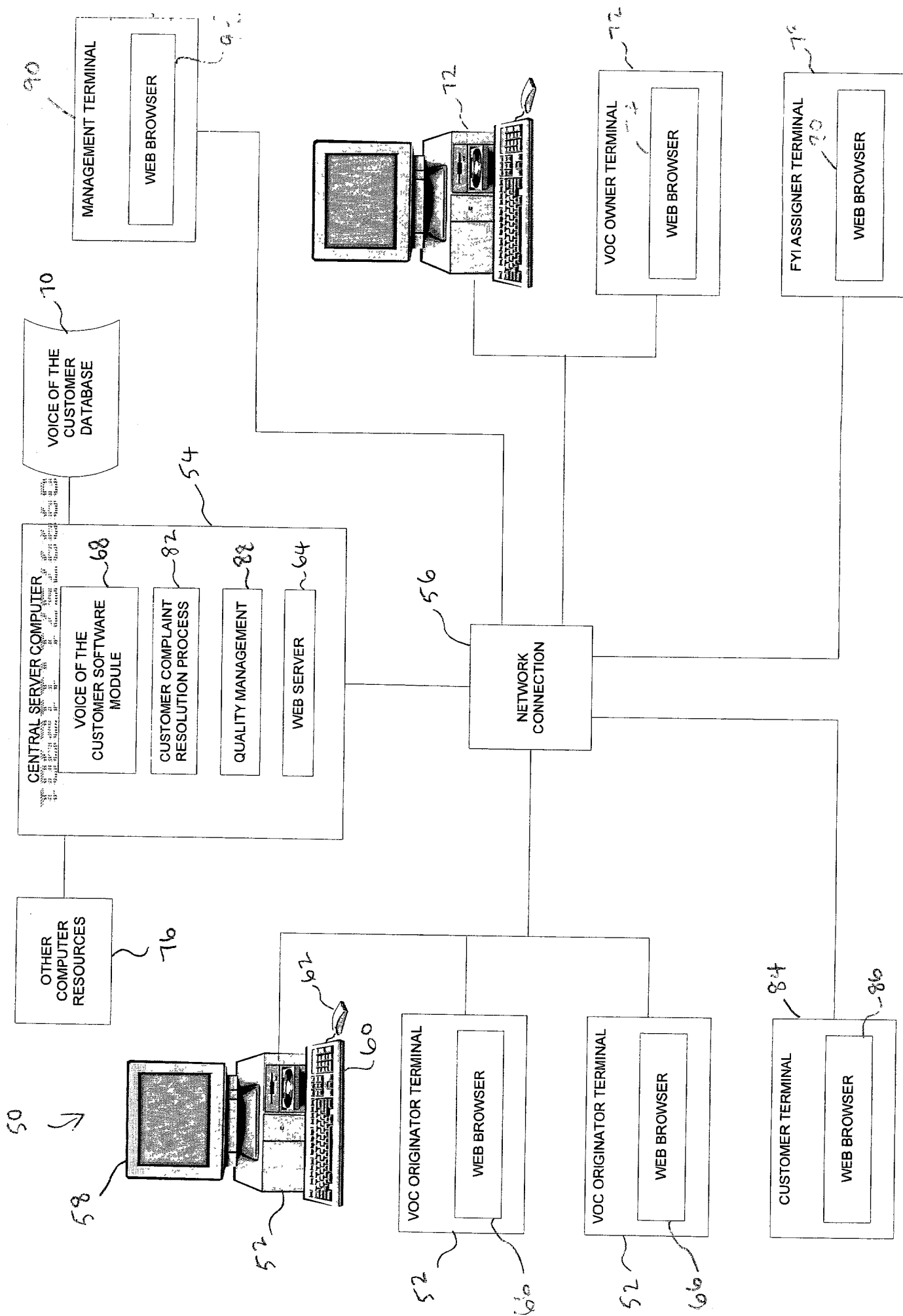


FIG. 2

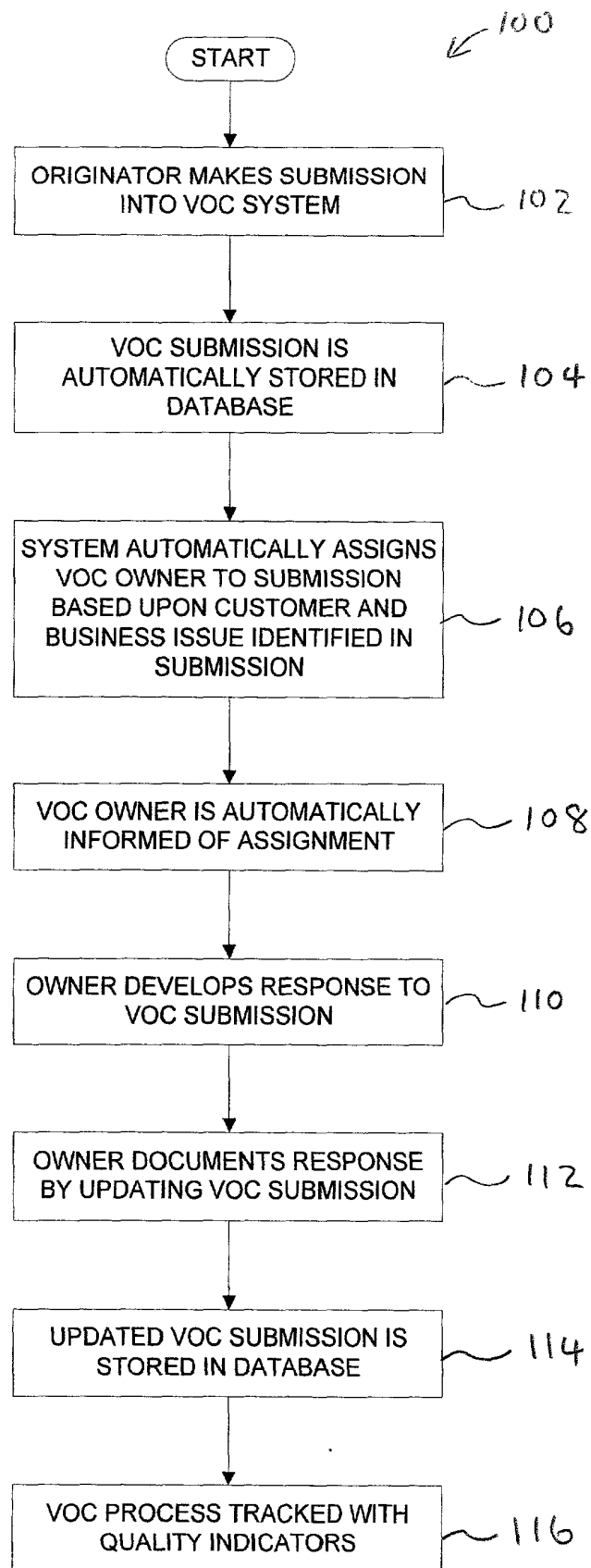


FIG. 3

152

154

156

150

CATEGORY	DESCRIPTION	HOW THE INFORMATION IS USED
RESPONSE REQUIRED	CUSTOMER MAKES A SPECIFIC REQUEST WHERE SALESPERSON NEEDS HELP TO ANSWER. FOR EXAMPLE: --STRUCTURED TRANSACTIONS --RISK APPROVALS --ON-SITE UNDERWRITING RESOURCES	FOLLOW THE ESTABLISHED LENDER SALES PCS RESPONSE PROCESS, INCLUDING: --ASSIGN OWNER BY ISSUE --TRACK RESPONSE FOR TIMING AND CONTENT --USE QUALITY INDICATORS TO TRACK PERFORMANCE
FYI	SALESPERSON HEARS INFORMATION VALUABLE TO ORGANIZATION. FOR EXAMPLE: --NEW PRODUCTS --COMPETITIVE INFORMATION --MARKETING MATERIALS --UNDERWRITING SERVICE	MARKETING RESEARCH DEPARTMENT: --SUMMARIZES DATA --DISTRIBUTES TO FUNCTIONAL OWNERS --GATHERS COMMENTS & ACTION ITEMS --COMMUNICATES TO BUSINESS
CUSTOMER COMPLAINTS	SALESPERSON RECEIVES A VERBAL OR WRITTEN EXPRESSION OF DISSATISFACTION	COMPLIANCE DEPARTMENT FOLLOWS CUSTOMER COMPLAINT RESOLUTION PROCESS (CCRP) TO: --ADHERE TO REGULATORY DOCUMENTATION REQUIREMENTS --PROACTIVELY IDENTIFY AND RESOLVE ISSUES --MITIGATE OF CONSUMER COMPLIANCE RISK
EXTERNAL CUSTOMER SUBMISSIONS	INQUIRY SUBMITTED DIRECTLY BY CUSTOMER USING EXTERNAL ACCESS TO VOC WEBSITE	ASSIGN TO VOC OWNER FOR RESPONSE.

FIG. 4

202 204 206 208 200

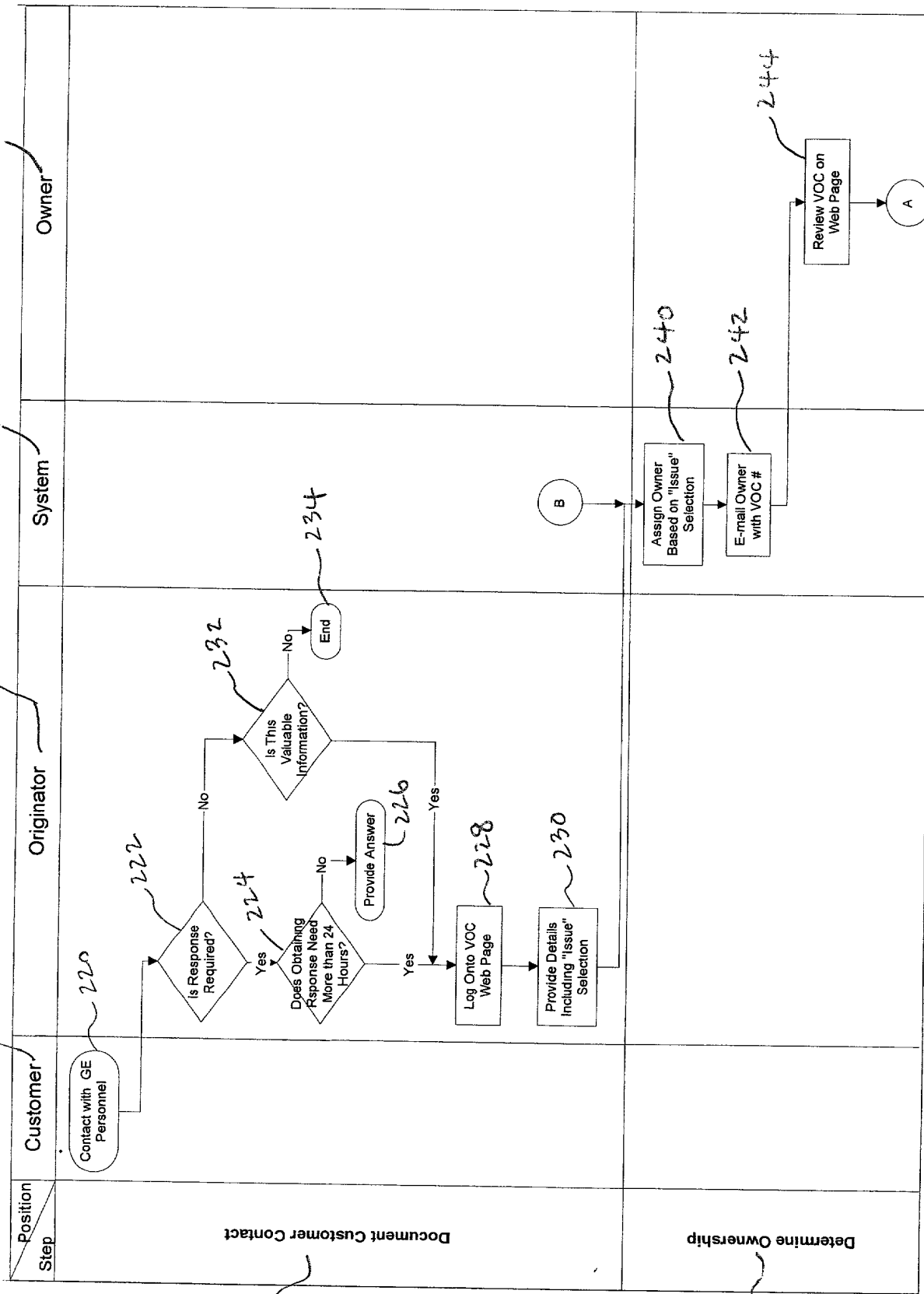


FIG. 5A

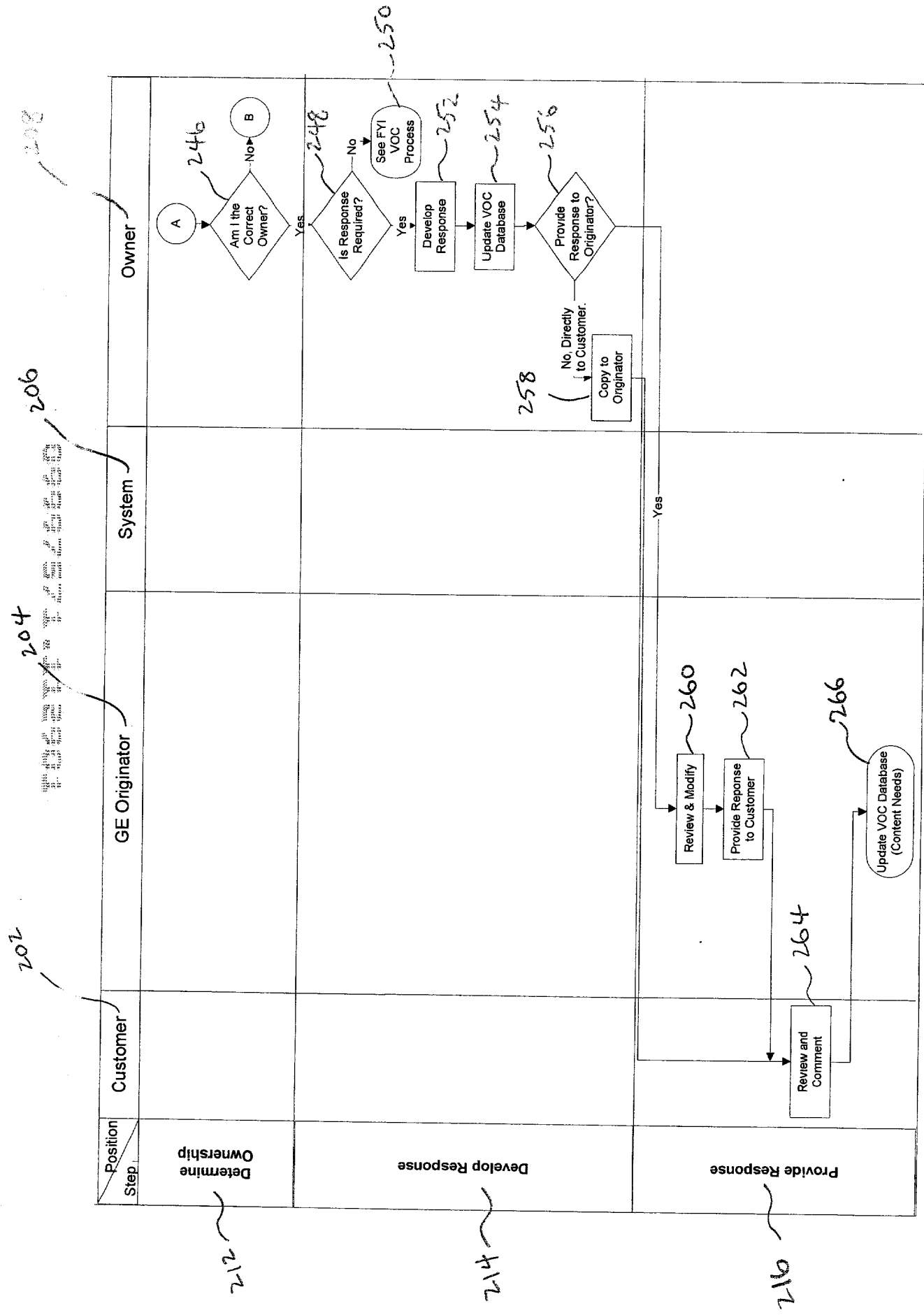


FIG. 5B



400

GE Mortgage Insurance  
Voice of the Customer

Home VOC CCRP



GE Mortgage Insurance  
Voice of the Customer

- Home
- VOC
- CCRP
- Main
- Add VOC
- Update VOC
- User Maintenance
- Reports
- Instructions
- Forms
- Logout

Internal - VOC

Category: ☐ Response Required ☐ FY ☐ Complaint

Creation Date: 07/18/2001 - 424  
Notified Date: 07/18/2001 - 425

GE Originator Information

Name:  431  
Phone: (123) 456-7890 Ext - 433

Region: Raleigh 432  
Fax: (123) 456-7890 - 434

Org Information

Org#: B22222 441 OR 442  
Get Lender Name 444

Lender: 445

Customer Information

Contact: 451 457  
Add Additional Info 455  
Phone: 452 Ext 453 Channel: 454  
Fax: 454 Title: 456

FIG. 7A



<b>Comments:</b>		<b>Additional Docs:</b>	
<div>451</div>		<div><input type="checkbox"/> Yes (Fax To Owner) 459</div>	
<b>UW Product Type:</b>		<div>458</div>	
<b>Response Required Information</b>			
<b>Date Response Due To Originator:</b>		<div>11/1/01 (MM/DDYY) 461</div>	
<b>Date Response Due To Customer:</b>		<div>11/5/01 (MM/DDYY) 462</div>	
<b>Issue:</b>		<div>Risk-National Accounts 463</div>	
<b>Owner:</b>		<div>Krueger, Jim 464</div>	
<b>Owner Fax:</b>		<div>(919) 848-3168 465</div>	
<b>Has Owner been Emailed?:</b>		<div>No 466</div>	
<b>Would you like to copy anyone on the Email?:</b>		<div><input type="checkbox"/> Yes 467</div>	

FIG. 7B



500

GE Mortgage Insurance  
Voice of the Customer

# GE Mortgage Insurance Voice of the Customer

Home

VOC

CCRP

ACMI

VOC

Add VOC

Update VOC

User Maintenance

Reports

Instructions

Forms

Logout

VOC #:

11603

—521

Originator Name:

Mark DeWitt

—522

Originator Due Date:

10/22/01

—523

Response Required Information

Owner Name:

Scott Hammond

—531

Owner Fax:

(919) 870-2316

—532

Date Owner Received VOC:

Today

—534

Notes:

533

Owner Information

Answer given to Originator:

535

Date Answer Given to Originator:

Today

—536

Would you like to send a copy of the answer to the Originator?

☐ Yes

537

538

539

510

520

530

FIG. 8A

Notes:

541

Answer given to Customer:

542

Date Answer Given to Customer:

543

Customer Needs Met?

Save

Print

FIG. 9A

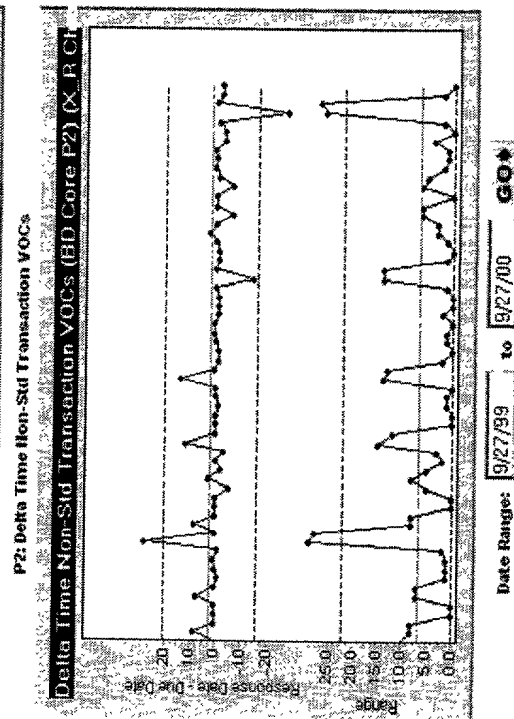
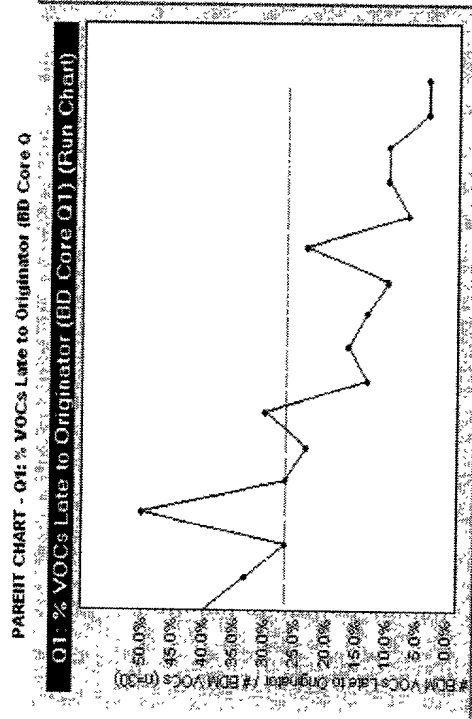


FIG. 9C

FIG. 9B

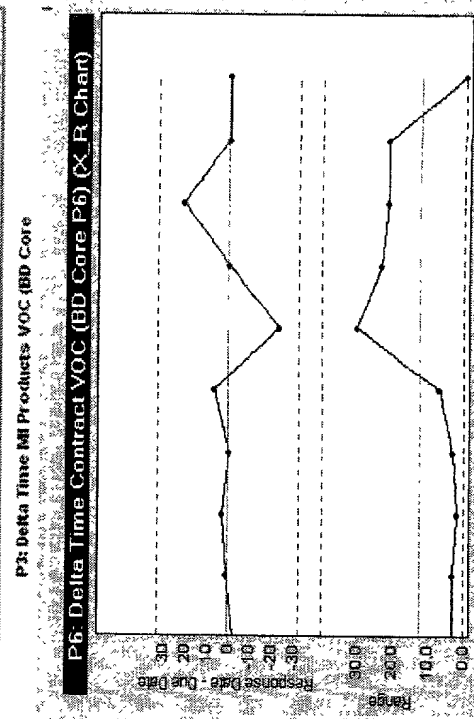
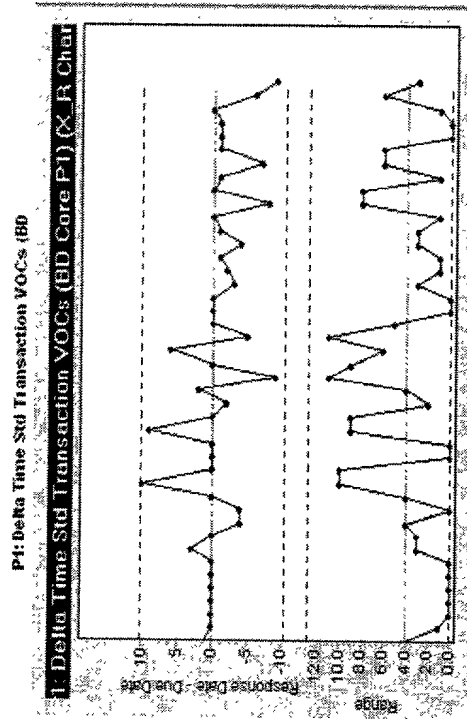


FIG. 9D



# GE Mortgage Insurance Voice of the Customer

Home

VOC

CCRP

eGMI

Main

Add VOC

Update VOC

User Maintenance

Reports

Instructions

Forms

Logoff

## RESPONSE REQUIRED SEARCH

Multi Controlling Org:

OR

Lender Name:

Originator Name:

Owner Name:

Channel:

Region:

Issue:

Response To Customer Status:

Response To Originator Status:

View Select:

Notify Start Date:

Notify End Date:

## SORT OPTIONS

First Sort:

Second Sort:

Third Sort:

Fourth Sort:

Fifth Sort:

FIG. 10

REPORT'S VOC Screen - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back

Forward

Search

History

Links

Address

http://dev-vocapp.gecmc.ge.com/Default.asp

GE Mortgage Insurance

Voice of the Customer

CUSTOMER RESPONSE REQUIRED SEARCH RESULTS

From Period Starting: 11/01/2001 to: 11/27/2001

VOC #	Lender	Originator	Owner	Customer Due Date	Actual Response Date
9007	UNKNOWN LENDER	train,jest	Owner, FYI	12/2/01	
11/27/01	NA-West	Raleigh	Certlink		
N/A	N/A				
This is demonstration of the VOC Response Required reports.					
This is the note section.					
This is the actual answer given to the customer					

9008	INTERNAL VOC	train,jest	Owner, FYI	12/15/01	
11/27/01	Raleigh	Raleigh	E-Business		
N/A	N/A				
This is a test of the internal VOC of a Response Required Report					
Sales notes section					
Sales answer section					

Search Results: 1-2

Back To Filter Criteria


Back To Report Menu

Done

Internet

FIG. 11

800



**We bring good things to life.**


Home Press Room Ask Us What's New Log Out

Speed & Productivity Tools  
▶ Order Ml Here!  
▶ Automated Underwriting

Product & Capital Solutions  
Consumer & Channel Pull Solutions  
Information Manager  
▶ Look Up Rates Here  
Administration

**Alt A**

Documentation relief and expanded guidelines for borrowers with strong credit profiles.

 GE Mortgage Insurance

**e-wards**  
Register Now!

**GE Mortgage Insurance**  
Providing all the benefits of GE...

**Ask Us a Question**

Please Fill out the Following Form:

Category:  ~802

Name:  ~804

E-Mail Address:  ~806

Phone #: (optional)  ~808

Certificate #: (optional)  ~810

Due Date when you would like a response:  ~812

Question/Comment: (maximum 750 characters)

Sales Rep Name:  ~816

Sales Rep Phone:  ~818

820

FIG. 12



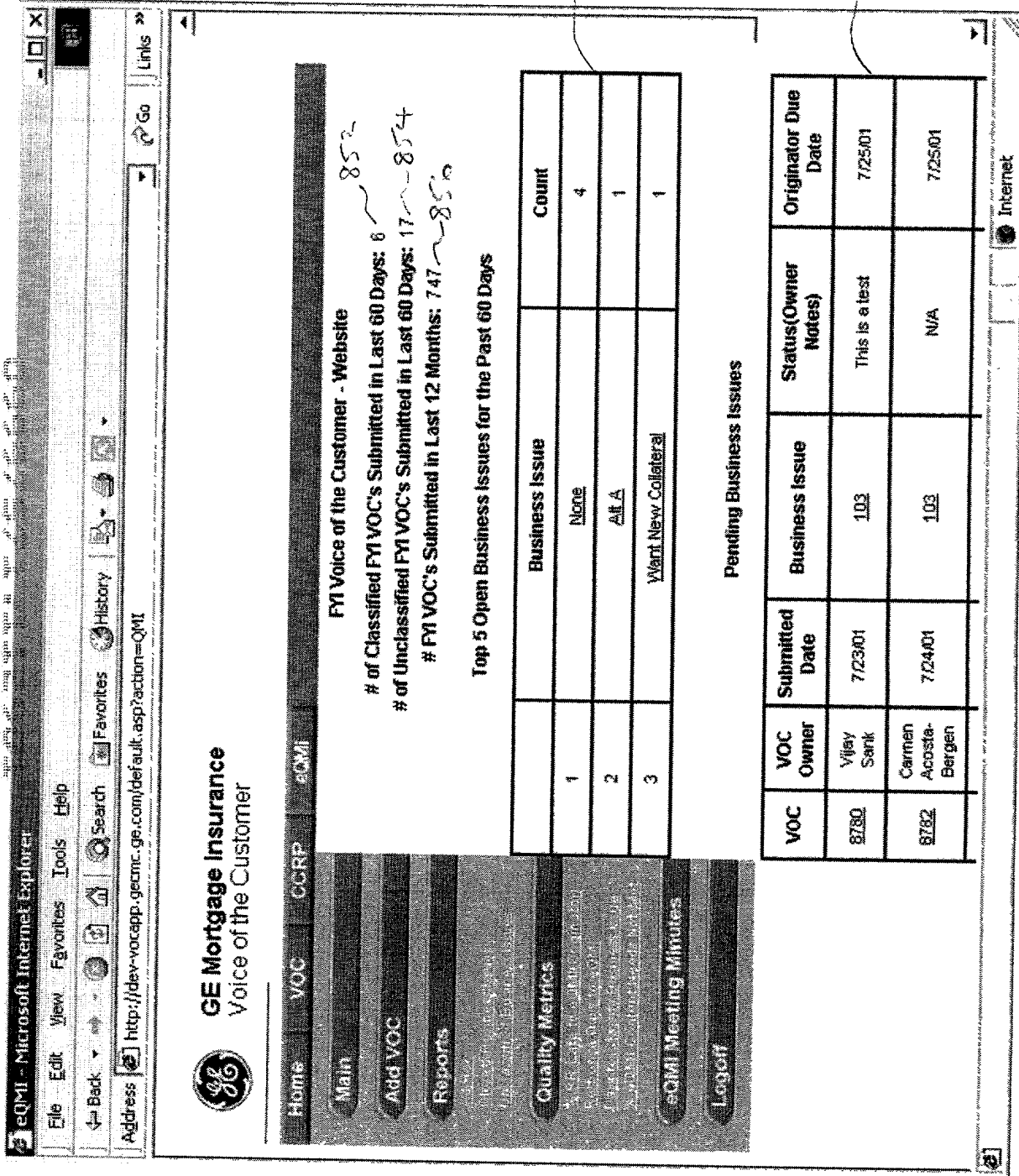


FIG. 13A



